
Subject: Termination from the WIC Program

Effective Date: August 1, 2006

Revised from: October 1, 2005

Policy: Clients may be terminated from the WIC Program during or at the end of a certification period. Each person terminated from the program must be notified in writing at least 15 calendar days in advance. The notification must include the reason and the right to a fair hearing.

Reference: CFR §246.7(j)(6)

Procedure:

1. At the time a client is certified, she/he must be informed of agency termination policies, the sanctions imposed for program abuses, and the right to appeal. This information is described in the Rights and Responsibilities form signed at the certification. (See CRT 03.02.00 Client's Rights and Responsibilities).
2. The Local Agency must provide notice and terminate when:
 - a. A client's certification period is ending, including for categorical ineligibility. (A client eligible for recertification may be recertified instead of terminated.)
 - b. A client is sanctioned for program abuse as described in PRI 02.00.00 Program Abuse and Sanctions.
 - c. Any reason exists that makes the client no longer eligible such as moving out of state, an income change to beyond allowed levels, or client/caregiver request.
3. Clients terminated within their certification period may be reinstated without having to re-apply if it is before the certification period ends. For example, a pregnant woman was suspended for one month for program abuse. If she is still pregnant at the end of the suspension and requests services again, the clinic may reinstate her.
4. Clients must receive written notification at least 15 days before the end of the certification period or cessation of benefits.
5. For those clients whose certification period is ending, but who are eligible for recertification:
 - a. The Appointment Notice Letter (ANL) for recertification serves as the client's notice that certification is ending and when last benefits occur if there is no recertification. The ANL includes the termination reason and the right to a fair hearing.
 - b. KWIC documents this notification as ANL in the client's Contact History.
 - c. Appointment Notice Letters must be given at least 15 days before the end of the certification period (Eligibility End Date.)

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- d. It is recommended that the recertification appointment be made at the last check pick up before the Eligibility End Date and the Appointment Notice handed to the client.
- 6. See CRT 09.01.01 Termination Due to Income Eligibility Redetermination for details about terminating clients found to be over income during a certification period
- 7. For a client whose categorical eligibility is ending or is being terminated for reasons other than income ineligibility:
 - a. Use Terminate Client in the KWIC Client dropdown menu.
 - b. The reason for termination must be identified.
 - c. The letter must be provided to the client in person or by mail.
 - d. Select "Terminate without Letter" when the letter will not be provided to the client. This is only allowed in very limited circumstances. (See the KWIC training module, "Additional Features" for more details.)
 - ◆ Client death – It may be inappropriate and insensitive to send a letter.
 - ◆ There is documentation in the record that a previous letter was returned as undeliverable.
 - ◆ A need to void and reprint a terminated client's checks. Circumstances should be documented in the client record.
 - ◆ An out-of-state clinic calls to determine if a client is active in Kansas and requests transfer information. Document in the client record that the client moved out of state without a forwarding address.
- 8. If a client is being terminated and the most recent checks have less than 15 days before the last day to use:
 - a. Issue one month of checks to allow for the required 15-day notice. Clients being terminated due to categorical ineligibility receive checks up to the end of their eligibility.
 - b. Terminate the client after issuing the necessary checks. (Checks cannot be issued to a terminated client.)
- 9. See PRI 02.00.00 Program Abuse and Sanctions for details about abuse, sanctions, and termination periods.